



The Medical Quality Assurance Commission

Automated Verification Service

Automated Verification Service (AVS) is a voice response system for verification of health profession licenses, certifications and registrations.

The information may be accessed in two different ways: 1) telephone dial-in capability; and 2) computer-modem capability. These verifications are considered to be official verifications for credentialing purposes. At this time, complaint and disciplinary information is available only through computer access.

The AVS system has 24 lines available with a roll-over feature. This means that 24 users may access the system at the same time. In addition, the AVS is available on a 24 hour-a-day basis.

Telephone Dial-In: (360) 664-4111

The telephone AVS is accessed by dialing the telephone number listed above. You will follow a menu system to enter the license number you wish to have verified.

Please Note:

You must enter the entire 10 digit license number in order to access the information. The prefix letter characters are entered by pushing the key pad corresponding to that letter and entering it the number of times by its location order on the pad. For example, letter characters A, D, G, J, M, etc. enter one time; B, E, H, K, etc. enter two times, C, F, I, L, O, etc. enter three times. Press the # key pad after entering each letter sequence and after the complete number.

	ABC	DEF
1	2	3
GHI	JKL	MNO
4	5	6
PRS	TUV	WXY
7	8	9
*	0	#

Examples:

License number M D 00010124
Press 6# 3# 00010124#

License number P A 00005328
Press 7# 2# 00005328#

A touch tone telephone is the only equipment needed for this type of verification. The cost of this verification is the cost of the telephone call.

At this time, the capability of having a faxed confirmation sent to you is not available.

Computer Modem Capability: (360) 664-4144

The following information outlines the basic hardware and software requirements to complete a verification by computer:

Hardware:

Computer: A 486 IBM-Compatible is suggested; should be able to support Microsoft Windows.

Modem: A 14-4 modem is suggested. Settings equal: speed 9600 baud, data bits = 8; stop bits = 1; parity - none. The speed setting of 9600 is due to the current delay; eventually the system will be upgraded to the full 14-4.

Currently, the Department of Health Information systems is using US Robotics. You may wish to also use this type to eliminate any incompatibility problems.

Software:

It is suggested that you use ProComm Plus for Windows. If you use ProComm Plus, you may print by turning on the capture print feature during your set up. Please note that you will need to turn off the capture print feature in order for the information to be sent to the printer.

Once you have established the connection, the system is self-explanatory from screen to screen. You will have the capability to enter 5 license numbers at a time, then with each "continue" setting you may enter 5 additional license numbers at a time as long as you wish to continue.

Please Note:

You must enter the entire 10 digit license number in order to access the information.

Status Field/Disciplinary Action

Disciplinary actions are noted in the status field of the main demographic screen by placing the letter 'L' in the second space. For example, the letters ALE would note that the licensee has an active license (A), disciplinary action has been initiated against that license (L), and that the licensee was licensed in Washington by examination (E).

Please note that if an L has been placed in the status field, it is there to serve as a notice that some sort of legal action has been initiated. Please contact the program directly to receive details concerning the action(s).

Complaints:

Complaints regarding licensees are noted on the main demographic screen by indicating the number of open complaints followed by the number of closed complaints. For example, if the Department of Health has received six complaints against a licensee and has closed three of those complaints, the main demographic screen would read "3/3".

Please note that anyone can file a complaint against a health care professional for any reason. Even if that complaint is found to be without merit, or is frivolous in nature, it will remain on the licensee's record as required by the public disclosure laws of this state. If a complaint has resulted in disciplinary action, it will be noted in the status field (see explanation above). It is strongly recommended that you check with the licensing program prior to taking any action based on complaint information noted on this system.

If you need assistance, please call (360) 236-4701 and our receptionist will direct your call to the appropriate program.



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